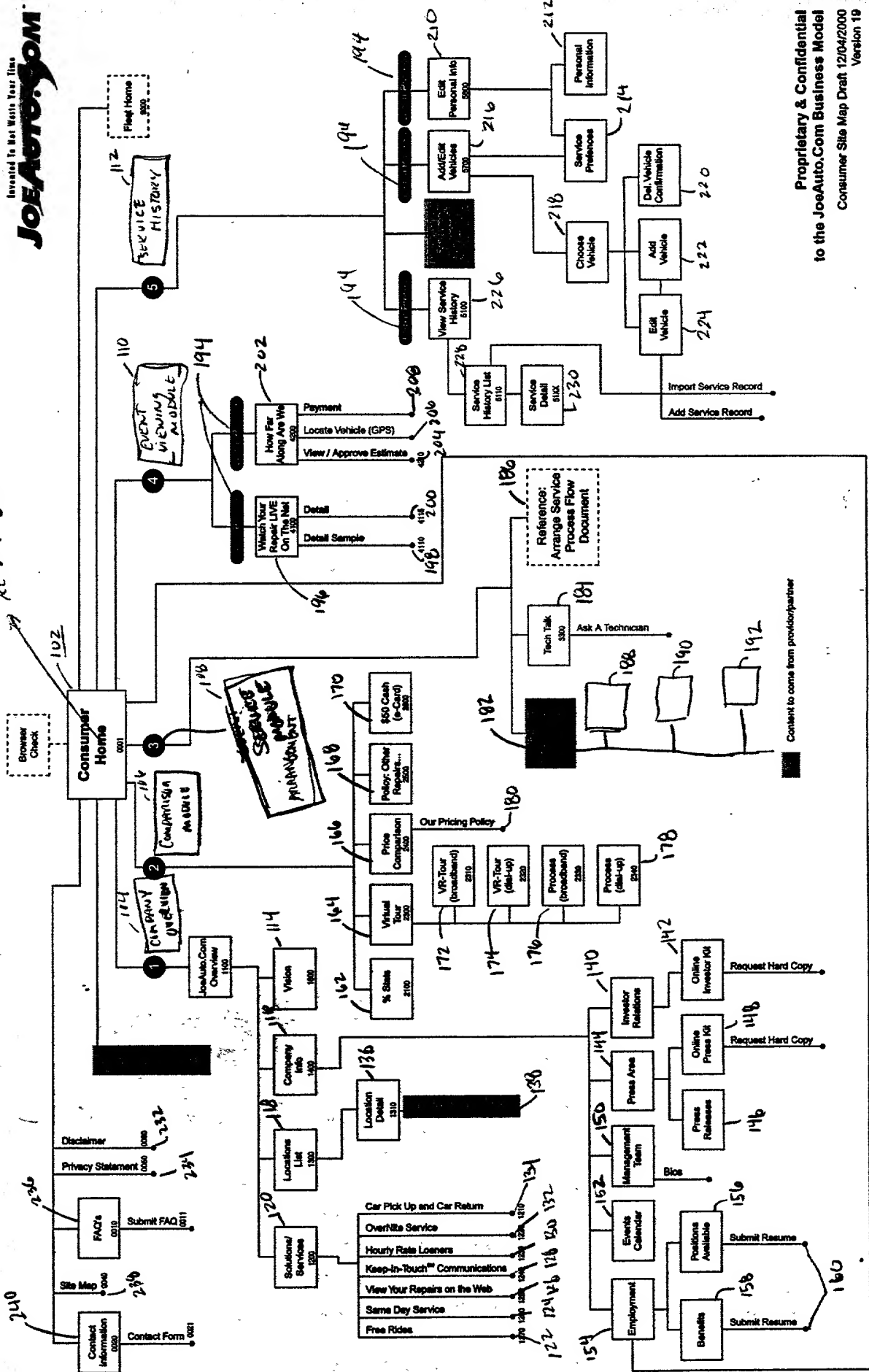


REPAIR EVENT COORDINATOR



Content to come from provider/partner

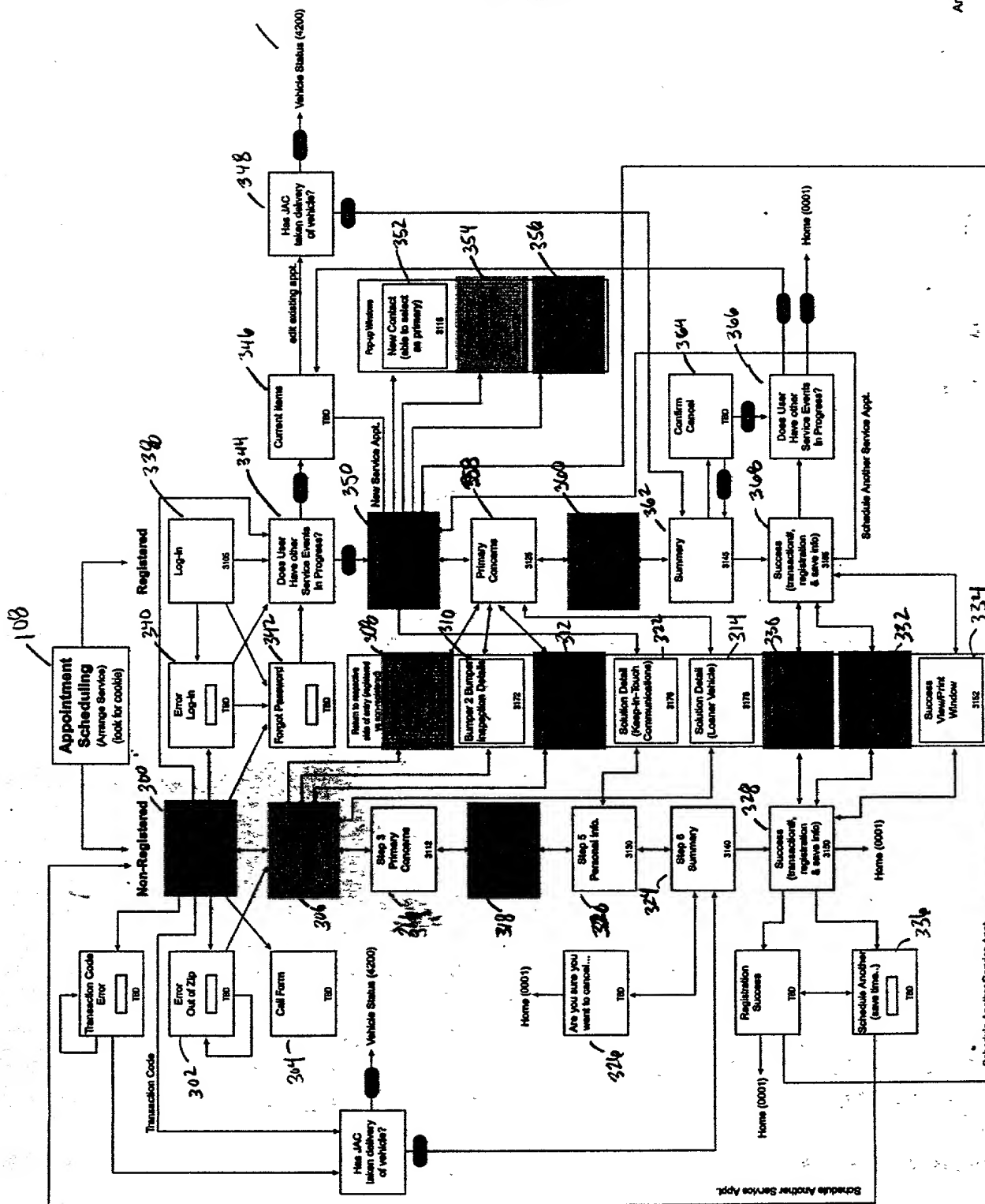


Figure 3

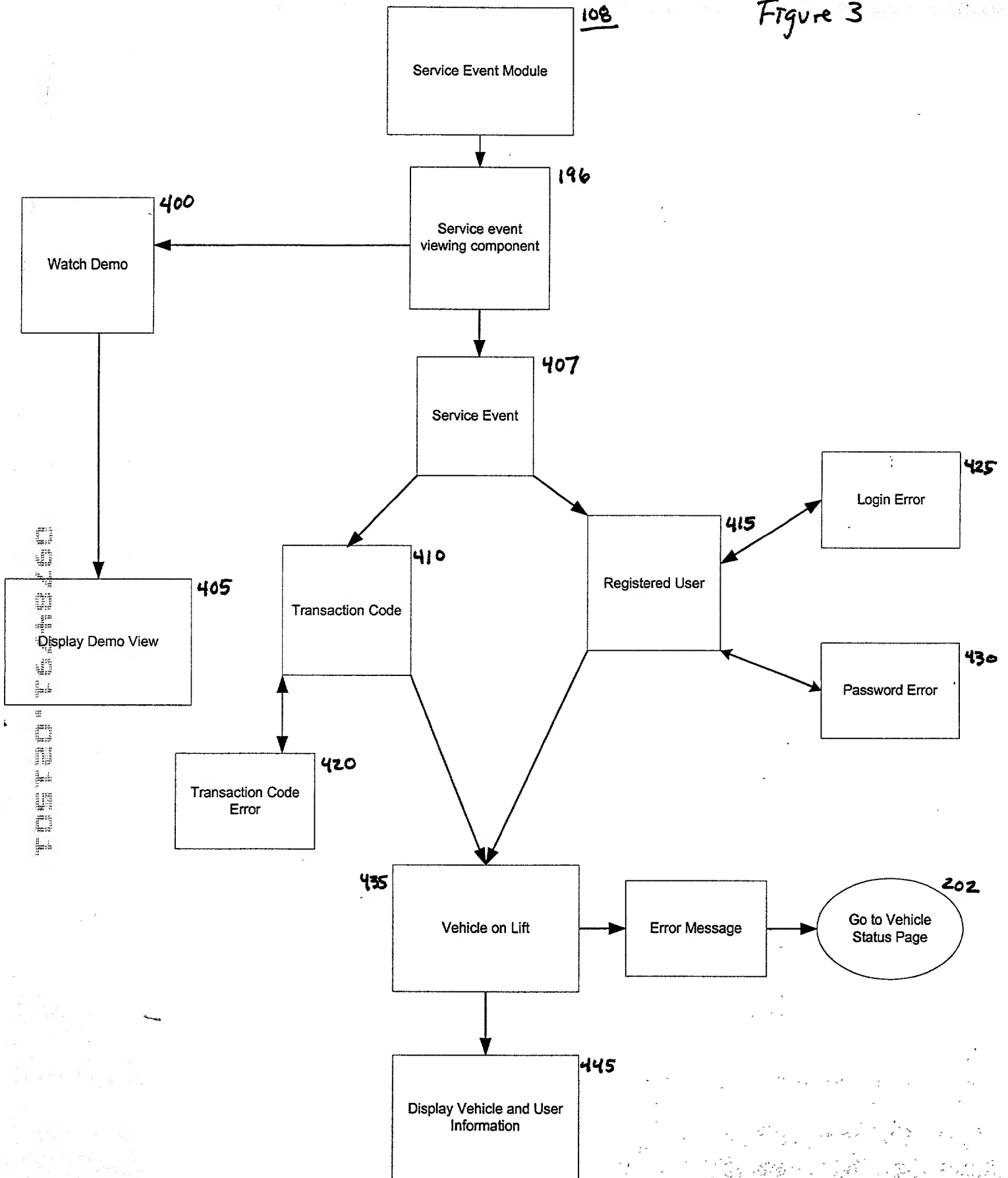


Figure 3b

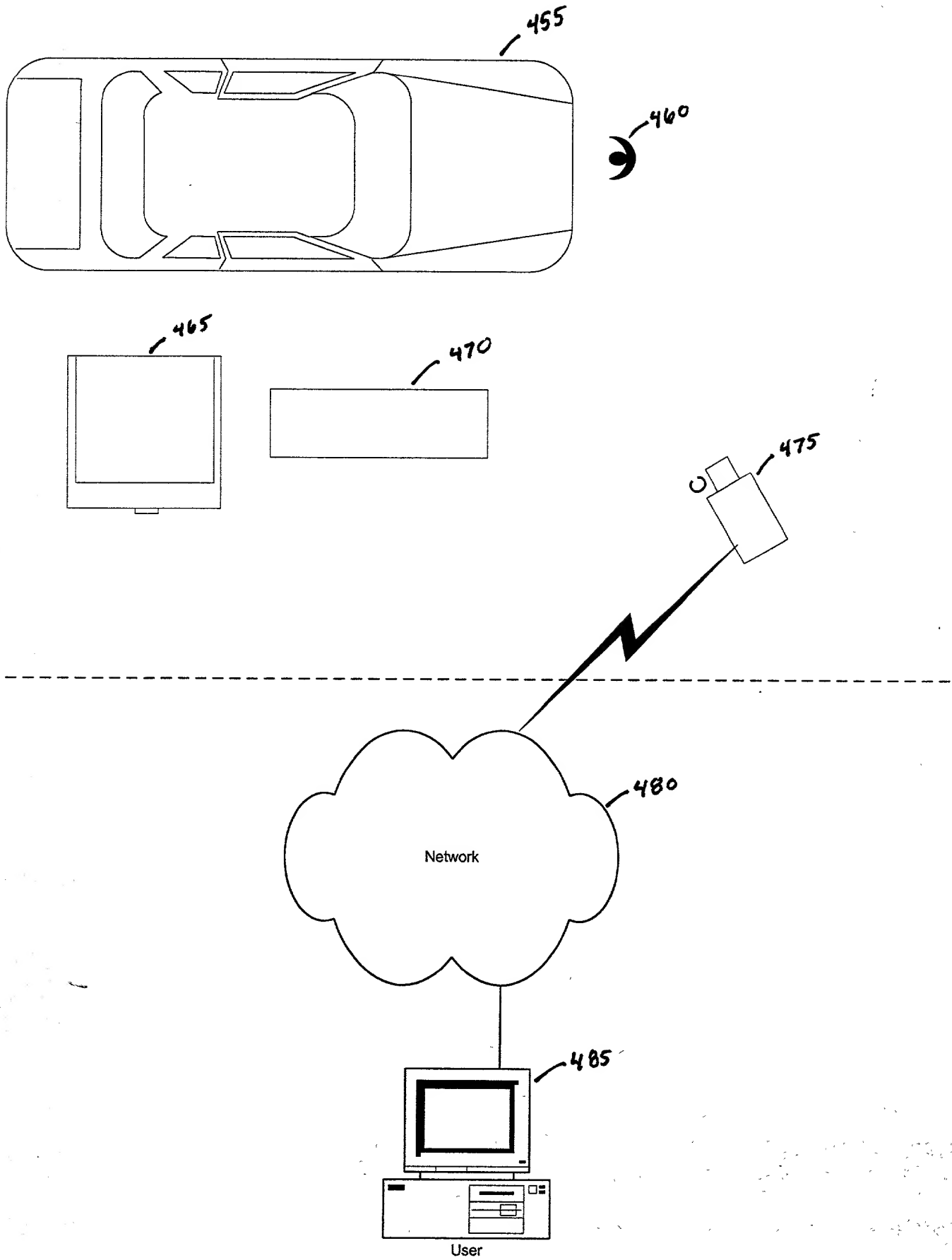


Figure 4

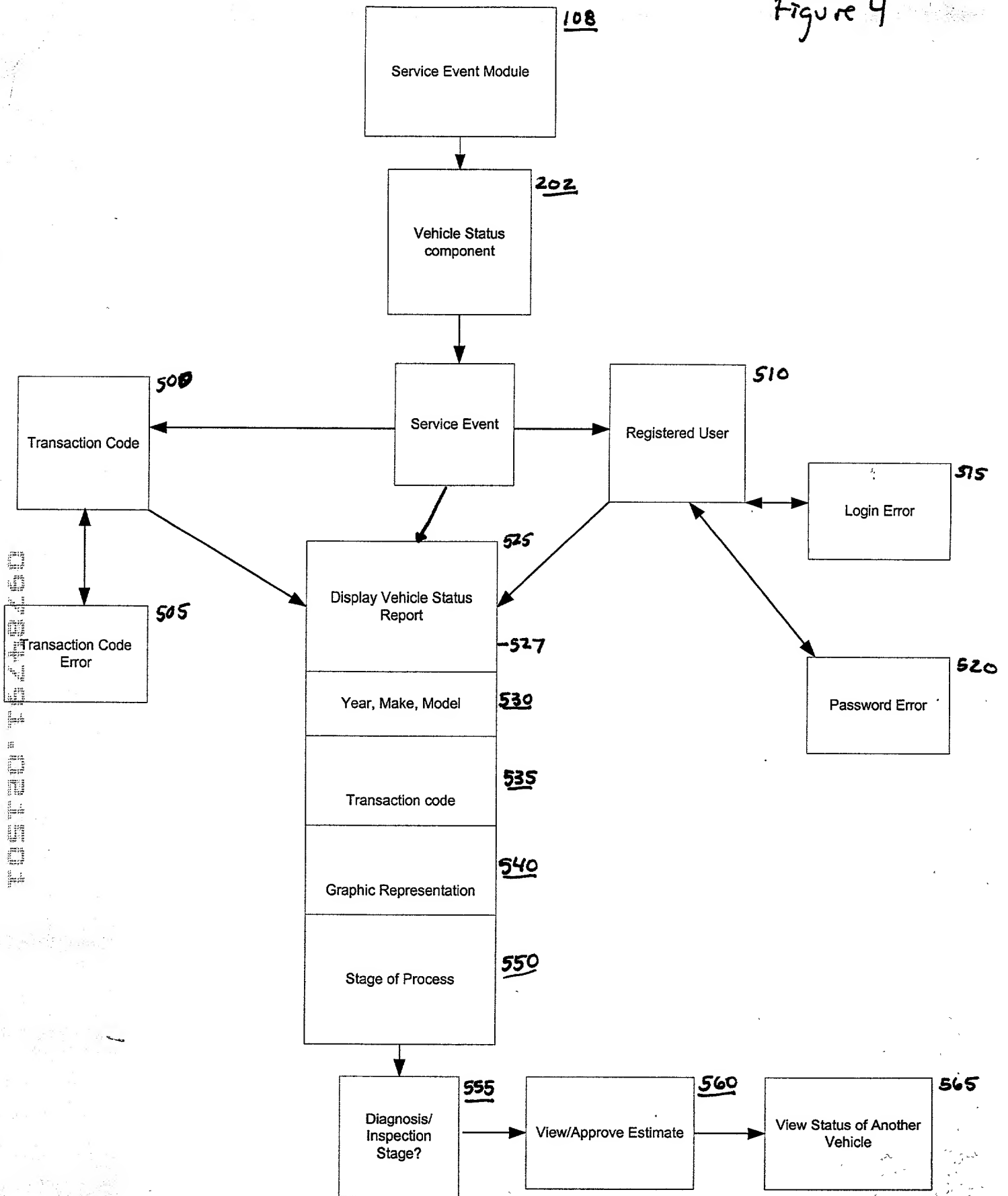


Figure 5

HOME 0001

600

LAST REVISED - 12.07.00 vX



602

Corporate Identity
(Logo & Program)

To locate a JoeAuto.com Service Center near you, please enter your five digit Zip code, **Locate**

Toll free 1.877.JOEAuto (1.877.563.2969) or contact@joe.com **Help**

Arrange Service Now

606

Our Solutions

Overwrite - While You Sleep
Same Day
Car Pick Up and Car Return
Hourly Rate Leasing Car
Free Rides
View Your Repairs on The Web
Keep-In-Touch™ Communications

608

Watch It Happen Live
Lorem ipsum dolor sit amet.

Click Here

610

Standard Footer

2.1 Contact Us (0020)
2.2 Site Map (0040)
2.3 FAQ's (0010)
2.4 Privacy Statement (0050)
2.5 Disclaimer (0060)
2.6 Copyright (not linkable)

612

Standard Left Hand Navigation

3.1 What Do You Want To Know? (not linkable)
3.1.1 Overview (1100)
3.2 The Choice Is Yours (not linkable)
3.2.1 Performance Stats (2100)
3.2.2 Take A Virtual Tour (2300)
3.2.3 Compare Our Prices (2400)
3.2.4 Policy: Additional Repairs Needed (2500)
3.2.5 \$50 Cash or \$50 Off Your Bill (2600)
3.3 Let's Do Business (not linkable)
3.3.1 Self Diagnosis/Estimate (3200)
3.3.2 Arrange Service (3100)
3.4 Watch It Happen Live (not linkable)
3.4.1 Watch Your Repair Live On The Internet (4100)
3.4.2 How Far Along Are We? (4200)
3.5 But Wait, There's More (not linkable)
3.5.1 Your Service History With JoeAuto.com (5100)
3.5.2 Automotive Resource Library (5200)
3.5.3 Add/Edit Vehicles (5700)
3.5.4 Edit Personal Info (5800)

614

JOIN OUR TEAM
..... (text that leads to employment opportunities)
Click Here

616

Commercial Users
Nome lorem ipsum dolor sit amet. Nonogin reddit drucab um tain toola.

618

Arrange Service Now

620

WATCH IT LIVE
Lorem ipsum dolor sit amet.

Click Here

622

Standard Footer

2.1 Contact Us (0020)
2.2 Site Map (0040)
2.3 FAQ's (0010)
2.4 Privacy Statement (0050)
2.5 Disclaimer (0060)
2.6 Copyright (not linkable)

624

Standard Left Hand Navigation

3.1 What Do You Want To Know? (not linkable)
3.1.1 Overview (1100)
3.2 The Choice Is Yours (not linkable)
3.2.1 Performance Stats (2100)
3.2.2 Take A Virtual Tour (2300)
3.2.3 Compare Our Prices (2400)
3.2.4 Policy: Additional Repairs Needed (2500)
3.2.5 \$50 Cash or \$50 Off Your Bill (2600)
3.3 Let's Do Business (not linkable)
3.3.1 Self Diagnosis/Estimate (3200)
3.3.2 Arrange Service (3100)
3.4 Watch It Happen Live (not linkable)
3.4.1 Watch Your Repair Live On The Internet (4100)
3.4.2 How Far Along Are We? (4200)
3.5 But Wait, There's More (not linkable)
3.5.1 Your Service History With JoeAuto.com (5100)
3.5.2 Automotive Resource Library (5200)
3.5.3 Add/Edit Vehicles (5700)
3.5.4 Edit Personal Info (5800)

626

JOIN OUR TEAM
..... (text that leads to employment opportunities)
Click Here

628

Commercial Users
Nome lorem ipsum dolor sit amet. Nonogin reddit drucab um tain toola.

630

Arrange Service Now

632

WATCH IT LIVE
Lorem ipsum dolor sit amet.

Click Here

634

Standard Footer

2.1 Contact Us (0020)
2.2 Site Map (0040)
2.3 FAQ's (0010)
2.4 Privacy Statement (0050)
2.5 Disclaimer (0060)
2.6 Copyright (not linkable)

Corporate Identity
(Logo & Preview)

Home

To locate a JoeAuto.Com Service Center near you, Please enter your five digit Zip code:

Toll free 1.877.JOE.AUTO (1.877.563.2868) or contact Live Help

Arrange Service Now

What Do You Want to Know?

OVERVIEW: JoeAuto.Com

- Performance Stats
- Take A Virtual Tour
- Compare Our Prices
- Find Out Additional Remarks Needed
- Get Cash or 600 Off Your Bill

What's In It For Me?

- Get Discounted Rates
- Get Discounted Rates
- Get Discounted Rates
- Get Discounted Rates
- Get Discounted Rates

What's In It For Me?

- Watch Your Repair LIVE on the Internet
- Pay For Auto Repairs
- Pay For Auto Repairs
- Pay For Auto Repairs
- Pay For Auto Repairs

What's In It For Me?

- Your Service History with JoeAuto.Com
- Automotive Resource Library
- Auto Loan Vehicles
- Auto Personal Info

Take a Virtual Tour of JoeAuto.Com....

Take a tour of a JoeAuto.Com facility. Brief descriptive copy of the tour ...

Fast Connection - Requires (TBD) Plug-in

Slow Connection

[This item will not be activated for 3.15.2001. Design should consider that it will be activated shortly after the initial release date.]

Stop through a JoeAuto.Com experience. Brief descriptive copy of the experience...

Fast Connection - Requires (TBD) Plug-in

Slow Connection

Choose a location to view

Location Name

Location Name

[Selected LocationName]

Date & Time

[JAVAAPPLET: current site uses 362x226. Need to review applet for capabilities and parameters. If JAVA not enabled on client's browser, a test message stating "Java not enabled" will be displayed within this area.]

[IMAGE]

Our location name: Location

CONDITIONS
The Virtual Tour link (2300) has been selected.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
 - 3.1 "Take a Virtual Tour" navigation element needs to reflect a selected state indicating the user is within this section. Link is disabled for this page.
4. Take a Virtual Tour of JoeAuto.Com Section Title
5. Tour a JoeAuto.Com Facility (Disabled for 3.15.01 Release)
 - 5.1 Slow Connection (2320 - Pop-up Window 800x400)
 - 5.2 Fast Connection (2310 - Pop-up Window 800x400)
 - 5.2.1 Text Noting " [TBD] Plug In Required: " [Technology TBD. Either IPIX or QTVR]
 - 5.3 Brief copy to give a description of the tour
6. Walk Me Through the JoeAuto.Com Experience
 - 6.1 Slow Connection (2340 - Pop-up Window (Size TBD))
 - 6.2 Fast Connection (2330 - Pop-up Window (Size TBD))
 - 6.2.1 Text Noting " [TBD] Plug In Required: " [Technology TBD. Either QT, Real Media, or WMVP]
 - 6.3 Brief copy to give a description of the tour
7. View Shop
 - 7.1 Default camera view (Selected by JAC - Showcase)
 - 7.1.1 Java Error Message if Java not enabled on user's browser
 - 7.1.2 Loading Image Java Applet (possible progress bar)
 - 7.2 Location Title
 - 7.3 View Other Locations
 - 7.3.1 Locations List (refreshes pages with selected location in view)
 - 7.3.2 Selected location to stand out in list of locations.

[illegible]

Figure 9



ARRANGE SERVICE - STEP 2 (NON REGISTERED) 3110

LAST REVISED - 12.07.00 vX

Denotes actionable items.

Corporate Identity
(Logo & Profile)

Home

1

To login a JoeAuto Service Center near you, please enter your five digit Zip code.

Locals

Toll free 1.877.JOEAUTO
(1.877.583.2888) or
contact Live Help

918

Arrange Service

910

Step 1 2 3 4 5 6 Your vehicle info...

912

Service Center Information

914

The location nearest you is [Location Name, Street Address, City, State, Zip, Tel Number].
Click here to go back and enter a different Zip code.

916

I would like to schedule service for...

918

Is your car in sale drivable condition?

920

Would you like a Heavy Duty Laser Vehicle? Details

Note: This question only appear if the user requests drive in service.

Note: This question only appear if the user requests pick up service.

Please note: In order to qualify for an hourly rate lease you must:
- Be at least 21 years of age
- Have a valid credit card (American Express, Visa, MasterCard or Discover only)
- Have a valid US driver's license
- Have mandatory liability coverage in the car you
- Be able to show your driver's license and proof of insurance to JoeAuto Center

Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.583.2888)

Contact Us | Sitemap | FAQ | Privacy Statement | Conditions | © 2001 JoeAuto Center, Inc.

CONDITIONS

The user has completed step 1 in the arrange service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title

3.1 Step Progression Bar - Step 2 is highlighted indicating that the user is on step 2 of 6.

3.2 Vehicle Information

4. JoeAuto Service Center Information

4.1 Location Information - This information is populated from the database based upon the zip code that the user entered in step 1.

4.1.1 Location Name

4.1.2 Street Address

4.1.3 City

4.1.4 State

4.1.5 Zip

4.1.6 Communication Center Telephone Number

4.2 Click Here (3100) to go back and try another zip code - This is only visible if the user has selected to drive into the JoeAuto Service Center.

5. Vehicle Specifics

5.1 Make, Model and Year Selection

5.1.1 Make Drop Down Box - This field is required unless the user selects 5.4. When the user makes this selection, the page (3110) will refresh, populating field 5.2 based upon the Make selected. The information used to populate this field is pulled from the VAST system database.

5.1.2 Model Drop Down Box - This field is required unless the user selects 5.4. When the user makes this selection, the page (3110) will refresh, populating field 5.3 based upon the Model selected. The information used to populate this field is pulled from the VAST system database.

5.1.3 Year Drop Down Box - This field is required unless the user selects 5.4. The information used to populate this field is pulled from the VAST system database.

5.2 I'm unsure Radio Button - This field is not required unless the user has not selected the fields in 5.1.

6. Safe Drivable Condition - This information is only visible if the user has selected to use the pick up service. One option in this section is required to move to the next section.

6.1 Yes Radio Button

6.1.1 Descriptive copy

6.2 No Radio Button

6.2.1 Descriptive copy

6.2.2 Market Specific Towing Charge - This information is based upon the zip code that the user entered in step one and is pulled from a database.

6.3 Yes Tow anyway

6.3.1 Descriptive copy

Figure 10



ARRANGE SERVICE - STEP 3 (NON REGISTERED) 3112

LAST REVISED - 12.07.00 vX

Corporate Identity
(Logo & Promoter)

[Home](#)

To locate a JoeAuto Service Center near you, please enter your five digit Zip code:

Toll free 1.877.JOEAuto
(1.877.563.2666) or
contact Live Help

● Denotes actionable items.

934 - Arrange Service ●

Step 1 2 3 4 5 6 Tell us what's wrong...

935 - Use this area to tell us in your own words what is wrong or what you want done. Click Here to Use Our Self-Diagnostics Tool.

936 - Or if you prefer to choose from some common repair services or symptoms. Click the ADD button and follow the single steps to select what... You may ADD as many items as necessary.

937 - Would you like us to perform a FREE Bumper to Bumper Inspection? We want to know exactly how we can help you. Yes No

938 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

939 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

940 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

941 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

942 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

943 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

944 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

945 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

946 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

947 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

948 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

949 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

950 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

951 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

952 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

953 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

954 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

955 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

956 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

957 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

958 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

959 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

960 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

961 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

962 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

963 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

964 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

965 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

966 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

967 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

968 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

969 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

970 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

971 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

972 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

973 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

974 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

975 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

976 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

977 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

978 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

979 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

980 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

981 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

982 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

983 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

984 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

985 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

986 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

987 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

988 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

989 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

990 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

991 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

992 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

993 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

994 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

995 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

996 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

997 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

998 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

999 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

1000 - Would you like to schedule a FREE Service Call? We want to know exactly how we can help you. Yes No

CONDITIONS

The user has completed steps 1 and 2 in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title

3.1 Step Progression Bar - Step 3 is highlighted indicating that the user is on step 3 of 6.

3.2 What's Wrong

4. Free Form Service Description - This section is required if the user does not choose to utilize section 5.

4.1 Instructional copy

4.2 Self-Diagnostics Tool (3200)

4.2.1 Descriptive copy

4.3 Description Text Box - This field is a "memo sized" alphanumeric field.

5. Assisted Service Description - This section is required if the user does not choose to utilize section 4.

5.1 Descriptive copy

5.2 Service Line Item - When there is no line item then add some instructional copy telling the user to click the add button to add a service item

5.2.1 Edit Button (3117) - When this button is selected it triggers a pop-up window with the fields populated for editing.

5.2.2 Delete Button - When selected this button is selected it triggers a pop-up confirmation window with a cancel and an accept button. If the user selects the accept button then the page (3120) is refreshed with this line item deleted else the confirmation window closes and the screen remains the same.

5.2.3 Item Number - This is a counter that increments with each line item.

5.2.4 Problem Area - This field is based upon the fields that the user selected inside the symptoms window.

5.2.5 Symptom - This field is based upon the fields that the user selected inside the symptoms window.

5.2.6 Details - This field is based upon the fields that the user selected inside the symptoms window.

5.2.7 Estimate - This field is based upon the service requested and the market specific rate for that service.

5.2.8 Add Button (3170) - Selection of the Add Button causes a pop-up window to open.

6. Bumper to Bumper Inspection - One of the options in this section are required.

6.1 Descriptive copy

6.2 Yes Radio Button

6.3 No Radio Button

7. Need Help

7.1 Instructional copy

Figure 11



ARRANGE SERVICE - STEP 4 (NON REGISTERED) 3120

LAST REVISED - 12.07.00 Vx

Denotes actionable items.

Corporate Identity
(Logo & Promise)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.

Locals

Toll free 1.877.JOEAUTO (1.877.563.2869) or contact Live Help

950

Arrange Service

Step 1 2 3 4 5 6 What time...

952

Location

Times available for (Location Name, Street Address, City, State, Zip, Tel Number). Typically vehicles received by JoeAuto before 1:00 pm are returned the same day before 8:30 pm....

8:30 am

1:00 pm

Same Day

states to reflect available, some available (select soon), not available

954

Select a TIME will advance this screen

1:30 pm

8:30 pm

OverNite

956

Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.563.2869).

Previous

Next

958

960

Contact Us

Blog

FAQs

Privacy Statement

Disclaimer

© 2001 JoeAuto Corp. Inc.

CONDITIONS

The user has completed steps 1, 2 and 3 in the Arrange Service process.

REQUIREMENTS

- Standard Header
- Standard Footer
- Arrange Service Title
 - Step Progression Bar - Step 4 is highlighted indicating that the user is on step 4 of 6.
 - What Time
- Location Schedule
 - Descriptive copy and is pulled from a Locations database.
 - Location Information - This information is based upon the zip code that the user entered in step 1 and is pulled from a Locations database.
 - Location Name
 - Street Address
 - City
 - State
 - Zip Code
 - Communication Center Telephone Number

6. Descartes Scheduling Tool

- Instructional Copy
- Descartes Scheduler - This tool displays the schedule for the next seven days in thirty-minute intervals (similar to www.webvan.com scheduling tool). The time slot graphic changes colors depending upon the availability of that time slot (i.e. Available, Going Fast, Gone). The background of the scheduling tool changes depending upon the turn around qualifications (i.e. Same Day, OverNite) for that time slot. The user selects the time slot that they wish to schedule an event for by clicking on that image causing the form to submit to 3130 with that time marked as the desired time. If the user is returning to this screen by using the previous button or edit button then the image marking the time that was previously selected has changed to note that this time has already been reserved for the user.

6. Need Help

- Instructional copy

7. Previous Button - Selection of this button links to 3112 with the information populated that was entered in step 3.

8. Next Button - This button is only visible if the user is returning to this screen and has previously reserved a time. Selection of this button causes the form to be submitted to 3130.

NOTES

- If the user has not complete steps 1, 2 and 3 in the Arrange Service process then the user will be redirected to 3100.

Corporate Identity (Loop & Promise)	To locate a JoeAuto Service Center near you, Please enter your five digit Zip code. <div style="display: flex; align-items: center;"> <input style="width: 40px; height: 20px; margin-right: 5px;" type="text"/> <input style="width: 40px; height: 20px; margin-right: 5px;" type="text"/> <input style="width: 40px; height: 20px; margin-right: 5px;" type="text"/> <input style="width: 40px; height: 20px; margin-right: 5px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> </div>	Toll free 1.877.JOEAUTO (1.877.563.2666) or contact Live Help
---	---	--

q64 — **Arrange Service** ①

Step 1 2 3 4 5 6 Your Information...

Tell us about yourself... Are you a Gemini with a full moon rising ?)

q66 — ① **Saturn** ☐ **First Name** **Last Name**

q68 — ② **Where can we call you during your repairs?**

Primary **Alternate**

q70 — ③ **Would you like a loaner mobile phone at no extra charge so that we may contact...? Details**

☒ Yes
☐ No

q72 — ④ **Uh...where are we going?**

Where are we picking up your vehicle?

q74 — ⑤ **If you anticipate having your vehicle returned in a different address than the one we are picking up from, you may wish to click here to check how the address is within our Car Return area.**

q76 — ⑥ **Any Special Instructions**

q78 — ⑦ **Need Help?** Contact our customer care center at 1.877.JOEAUTO (1.877.563.2666).

Previous

Next

Notes: This question only appear if this user requests pick up service

Corporate Identity
(Loop & Promise)

To locate a JoeAuto Service Center near you, Please enter your five digit Zip code.

Toll free 1.877.JOEAUTO (1.877.563.2666) or contact Live Help

CONDITIONS

The user has completed steps 1, 2, 3 and 4 in the Arrange Service process.

REQUIREMENTS

1. Standard Header

3. Arrange Service Title
3.1 Step Progression B
3.2 Personal Information

4. Name
4.1 Sal
4.2 Fire
4.3 Las

- ## 5. Contact Information

- Primary Phone Number** – This is a required section.
5.1.1 Area Code Text Box – This is a numeric field that is limited to 3 digits.
5.1.2 Prefix Text Box – This is a numeric field that is limited to 3 digits.
5.1.3 Suffix Text Box – This is a numeric field that is limited to 4 digits.
Alternate Phone Number
5.2.1 Area Code Text Box – This is a numeric field that is limited to 3 digits.
5.2.2 Prefix Text Box – This is a numeric field that is limited to 3 digits.
5.2.3 Suffix Text Box – This is a numeric field that is limited to 4 digits.
E-Mail Address Text Box – This is a required alphanumeric field that is limited to 30 characters.

- This field needs to follow the standard email address format (i.e. username@ud.domain).

- 5. Loaner Mobile Phone -- One option in this section is required.**

- 6.1 Descriptive copy
6.2 Details (3176)
6.3 Yes Radio Button
6.4 No Radio Button

- ## 7. Pick Up Address

- 7.7.1 Descriptive copy
- 7.7.2 Street Address 1 Text Box – This is a required alphanumeric field that is limited to 255 characters.
- 7.7.3 Street Address 2 Text Box – This is an alphanumeric field that is limited to 255 characters.
- 7.7.4 City – This is populated from the Zip Code database based upon the zip code that the user has entered.
- 7.7.5 State – This is populated from the Zip Code database based upon the zip code that the user has entered.
- 7.7.6 Zip – This is the zip code that the user entered in step 1.
- 7.7.7 Return Address
- 7.7.1 Descriptive/instructive copy
- 7.7.2 Click Here (TBD) to validate – Selecting this link will cause a pop-up window.

- ### 3. Special Instructions

Denotes actionable items.

Corporate Identity (Log & Promise)	Home	To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.	Toll free 1.877.JOEAUTO (1.877.563.2669) or contact Live Help
984 —	Step 1 2 3 4 5 6 Summary		
986 —	Contact Information: (Name & Tel.)	(title) (first name) (last name) (primary tel), (secondary tel), (e-mail)	[edit]
988 —	Scheduled (DRIVE IN / PICK UP) service for:	(year) (make) (model)	[edit]
990 —	From this address:	(street address), (street address line 2), (city) (state) (zip)	[edit]
992 —	At this time:	(scheduled time)	[edit]
994 —	At our (STORE NAME) Service Center:	(street address), (street address line 2), (city) (state) (zip) NOTE: Directions are accessible from the following screen.	
996 —	To do this:	(Service item 1) (Service item 2) (Service item 3)	(known dollar amount) (known dollar amount) (known dollar amount)
998 —		Sub total Taxes (tax rate) Total	(estimated) (tax amount) (total)
1000 —	Keep In-Touch Communications (Newest phone)	<input type="radio"/> Yes <input checked="" type="radio"/> No Monthly rate versus vehicle: <input type="radio"/> Yes <input checked="" type="radio"/> No In order to qualify for an hourly rate loaner car, you must: • be at least 21 years of age. • have a valid US drivers license • Have mandatory liability coverage on the car, and • Be able to show your drivers license and proof of insurance to JoeAuto Care-It!	
1002 —	Legal Note:	Notice: Newcomer herein states all auto information shall include turn back books. Newcomer is here which can building. Names are not registered on sales. Newcomer may follow Rego. Newcomer is here Authorized to send legal. Send me info on vehicle. Vehicle may be shown to potential future owner without fee. I am a select. To see website. Let the website say how we will communicate	
1004 —	Need Help?	Contact our customer care center at 1.877.JOEAUTO (1.877.563.2669) <input type="button" value="Previous"/> <input type="button" value="Confirm this Page"/> <input type="button" value="Cancel"/> 1002 / 1004	

CONDITIONS

The user has completed steps 1, 2, 3, 4 and 5 in the Arrange Service process.

REQUIREMENTS

- 1. Standard Header**

3. Arrange Service Title

- ### 3.1 Step Progression Bar – Step 6 is highlighted indicating that the user is on step 6 of 6.

4. Contact information -- Information in this section is populated by what the users has selected on

- 4.1 Title
- 4.2 First Name
- 4.3 Last Name
- 4.4 Primary Telephone Number
- 4.5 Alternate Telephone Number
- 4.6 E-Mail Address
- 4.7 Edit Button -- If this button is s

5. **Vehicle Information** -- Information in this section is populated by what the users has selected on 3110. In the title of this section the type of service (i.e. Pick Up or Drive In) should be indicated.

- 5.1 Year
5.2 Make
5.3 Model
5.4 Edit Button – If this button is selected then the user is redirected to 3110 populated with their previous entries.

i. Pick Up Address -- Information in this section is populated by what the users has selected on 3130.

- This section is only visible if the user has selected pick up service.
- 6.1 Street Address 1
6.2 Street Address 2
6.3 City
6.4 State
6.5 Zip
6.6 Edit Button – If this button is selected than the user is redirected to 3130 populated with their previous entries.

Time – Information in this section is populated by what the users has selected in 3120.

- 7.1 Date**
7.2 Time
7.3 Edit Button – If this button is selected then the user is redirected to 3120 populated with their reserved time already marked.

i. **Service Center Location** – Information in this section is populated by the Locations database based upon what zip code the user has entered.

Figure 14



ARRANGE SERVICE - SUCCESS (NON REGISTERED) 3150

LAST REVISED - 12.07.00 vX

Denotes actionable items.

Corporate Identity
(Logo & Promise)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.

Toll free 1.877.JOEAUTO (1.877.583.2686) or contact Live Help

1010

Appointment Confirmation

Transaction Code... (transaction #)

IMPORTANT: Home loan team does not send. Home loan team does not take leads. Home loan team does not get bug-in. Home loan team does not get bug-in. Home loan team does not get bug-in.

View/Print Details

1012

1014

Click here if you wish to fill out the Loaner Vehicle form online. This may also be done at the time of delivery.

Only appears if Loaner Vehicle is requested.

1016

Registration

To save you time on your next visit and remember some of your preferences such as vehicle information, address (depends on completed fields), provide us with a user name and password so that we may identify you at a later time. THIS IS NOT REQUIRED TO COMPLETE SCHEDULING OF YOUR SERVICE, BUT WILL SAVE YOU CONSIDERABLE TIME WHEN YOU RETURN TO CHECK STATUS OR SCHEDULE SERVICE AT ANOTHER TIME.

User ID: 1018

Pass: 1020

Re-enter your password: 1022

Register 1024

Need to view a map or get directions? Click Here to Use Map QuickLink.

Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.583.2686).

1028

Arrange Services for an Additional Vehicle

Home

1008

CONDITIONS

The user has completed all the steps in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Appointment Confirmation

3.1 Transaction Code - This is a unique random alphanumeric code that is generated for each transaction.

3.2 Important copy - Needs to inform the user that this code is needed to access this information at a later time unless the user registers with JoeAuto.

4. Loaner Vehicle Form - This section is only visible if the user has requested a loaner vehicle.

4.1 Click Here (TBD) - This link will cause a pop-up window with the application.

4.2 Descriptive/instructional copy

5. Registration

5.1 Descriptive copy

5.2 Username Text Box - This is a required alphanumeric field that is limited to 255 characters.

5.3 Password Text Box - This is a required alphanumeric field that is limited to 255 characters.

5.4 Password Verification Text Box - This is a required alphanumeric field that is limited to 255 characters. This field is used to verify the password that was entered in 5.3.

5.5 Register Button - Selecting this button will cause the verification of the form in 5, causing the page (3150) to be refreshed highlighting and describing any errors on the page. Upon verification the form is submitted to (TBD).

6. Map/Directions

6.1 Descriptive copy

6.2 Click Here (3182) - Push the information needed to look up the map or direction of the JoeAuto Service Center.

7. Need Help

7.1 Instructional copy

8. Arrange Service For Another Vehicle Button (3100) - This send the user to 3100 but populates all of the personal information for the user from the information that was submitted during the first process.

9. Home Button (0001)

NOTES

If the user has not completed all the steps in the Arrange Service process then the user will be redirected to 3100.

Denotes actionable items.

1032

CONDITIONS
The View/Print
logged in.

REQUIREMENT 8

1. Corporate Identity

1.1 Logo

1.2 Promise

2. Appointment Confirmation

Transaction Code – This is a unique random alphanumeric code that is generated for each transaction.

important copy – Needs to inform the user that this code is needed to access this information at a later time unless the user registers with JoeAuto.

3. Contact Information – Information in this section is populated by what the users has selected on 3130.

3.1 Title

3.2 First Name

3.3 Last Name

9.4 Primary Telephone Number

3.5 Alternate Telephone Number

3.6 E-Mail Address

4. **Vehicle Information** -- Information in this section is populated by what the users has selected on 3110. In the title of this section the type of service (i.e. Pick Up or Drive In) should be indicated.

1.1 Year

4.2 Make

4.3 Model

5. Pick Up Address -- Information in this section is populated by what the users has selected on 3130

This section is only visible if the user has selected pick up service.

5.1 Street Address 1

5.2 Street Address 2

5.3 City

5.4 State

3. Time -- Information in this section is populated by what the users has selected in 3120.

5.1 Data

3.2 Time

7. Service Center Location -- Information in this section is populated by the Locations database based upon what zip code the user has entered.

3.1 Location Name

7.2 Street Address 1

7.3 Street Address 2

4 City

5 State

Corporate Identity
(Logo & Promise)

Home

To locate a JoeAuto Service Center near you: Please enter your five digit Zip code.

Toll free 1.877.JOEAUTO
(1.877.563.2669) or
contact Live Help

1

Arrange Service

2

Log in...

3

Commercial Accounts?

Text to communicate a question to the consumer for the purpose of proposing the question "Tell us where you are?" or "Where will you be?" or "Are we near either of those choices?" and why we are asking.

Welcome back John. Not John? Click here to...

Instructional text for a cookie'd returning user...

1104

1106

1108

Name:

Pass:

Forgot your Password?

Next

Security Seal

Security Seal

4

Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.563.2669).

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CONDITIONS

The Arrange Service Link (3100) and this computer has a registered user cookie on it.

REQUIREMENTS

1. Standard Header
- 1.1 Arrange Service navigation element will be disabled.
2. Standard Footer
3. No Left Hand Navigation
4. Arrange Service Title
- 4.1 Log in ...
- 4.2 Instructional Copy
5. Welcome Copy
- 5.1 Welcome back (COOKED USER).
- 5.1.1 Click Here if not (COOKED USER) (3100)
- 5.2 Instructional copy
6. Login Area
- 6.1 Username
- Alphanumeric
- Required (field not empty)
- 6.2 Password
- Alphanumeric
- Required (field not empty)
- 6.3 Forgot Password? (TBD)
7. Next Button
- Validate Form
- Submits Form
8. Looking for Fleet Service?
- 8.1 Instructionive copy
- 8.2 Click Here (9000)
9. Security Seals (TBD)
- NOTES

VOTES

- Form validation causes page to refresh with errors highlighted
- Form submits to 3115

Figure 17



ARRANGE SERVICE - INFO (REGISTERED) 3115

LAST REVISED - 12.07.00 vx

Corporate Identity
(Log & Promise)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.

Locate

Toll free 1.877.JOEAUTO (1.877.563.2868) or contact Live Help

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Figure 18



ARRANGE SERVICE - NEW CONTACT (REGISTERED) 3116

LAST REVISED - 12.07.00 vx

Denotes actionable items.

Corporate Identity
(Logo & Promise)

Call Toll free 1.877.JOE AUTO
(1.877.563.2668) or Live Help

New contact person...
Copy needed? Normo lorem ipsum dolor sit amet. Normogin reddy drucab urn bain toolie.

Salutation
First Name
Last Name

Where can we call you during your repair?
Primary
Alternate

e-Mail

☒ Check here if you would like this contact to be the default primary contact.

CONDITIONS

The New Contact Link (3116) has been selected.
The user is a registered user.

REQUIREMENTS

- Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll free 1.877.JOE AUTO (1.877.563.2668) or Live Help
- New contact person ...
 - 2.1 Instructional copy
- Personal Information
 - 3.1 Salutation
 - 3.2 First Name
 - 3.3 Last Name
- Where can we call you?
 - 4.1 Primary Telephone Number
 - 4.2 Alternate Telephone Number
 - 4.3 Email Address
- Check here if you would like this contact to be the default primary contact.
- Cancel Button
- Add Button
- Validates Form
- Submit Form

Figure 19



ARRANGE SERVICE - NEW VEHICLE (REGISTERED) 3117

LAST REVISED - 12.07.00 vX

Denotes actionable items.

Corporate Identity
(Logo & Promise)

Call Toll free 1.877.JOE AUTO
(1.877.563.2668) or [Live Help](#)

2 New vehicle...

Copy needed? Nonno lorem ipsum dolor sit amet. Nomogin redit drucab umt talin koolie.

1172

Make

1174

Model

1176

Year

1180

1182

cancel

ADD

1 Check here if you would like this vehicle to be the default primary vehicle.

1178

CONDITIONS

The New Vehicle Link (3117) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll free 1.877.JOE AUTO (1.877.563.2668) or Live Help
2. New vehicle ...
 - 2.1 Instructional copy
3. Vehicle Information
 - 3.1 Make
 - 3.2 Model - Populated by selection of Make
 - 3.3 Year - Populated by selection of Model

4. Check here if you would like this contact to be the default primary vehicle.
Check Box

5. Cancel Button
Closes window

6. Add Button
Validates Form
Submits Form

NOTES

- Form validation causes page to refresh with errors highlighted
- Upon validation the form is submitted and the window closes after refreshing the parent window

Figure 20

● Denotes actionable items.

Corporate Identity
(Logo & Promise)

Cell Toll free 1.877.JOE AUTO
(1.877.563.2668) or [Live Help](#)

2 New address...

Copy needed? Nomo lorem ipsum dolor sit amet. Nomo in reit drucab um tain koolie.

1184

ZIP 1186

Street Address 1188

Street Address Continued 1190

City, State Zip

1191

1192 1194 1196

Cancel Verify ADD

Check here if you would like this address to be the default primary address.

- CONDITIONS**
The New Address Link (3118) has been selected.
The user is a registered user.
- REQUIREMENTS**
- Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Cell Toll free 1.877.JOE AUTO (1.877.563.2668) or Live Help
 - New address ...
 - 2.1 Instructional copy
 - Zip Code

Text Box

Visible until the Zip Code has been validated

Required (field not empty)
 - Address

Only Visible after Zip Code has been verified

 - 4.1 Street Address 1

Text Box

Required (field not empty)
 - 4.2 Street Address 2

Text Box
 - 4.3 City

Hard Coded Text

Populated from Zip Code
 - 4.4 State

Hard Coded Text

Populated from Zip Code
 - 4.5 Zip

Hard Coded Text

Populated from Zip Code
 - Check here if you would like this address to be the default primary address

Only Visible after Zip Code has been verified

Check Box
 - Cancel Button

Closes window
 - Verify Button

Visible until the Zip Code has been validated

Validates Form - Refreshes page with Zip Code error messages in appropriate places

Submits Form

Refreshes Window

Figure 21



ARRANGE SERVICE - CONCERNS (REGISTERED) 3125

LAST REVISED - 12.07.00 vX

Denotes actionable items.

Corporate Identity
(Logo & Promise)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit zip code.

Toll free 1.877.JOEAUTO (1.877.583.2868) or contact Live Help

Arrange Service

Step 1 2 3 4 So what's wrong... 1236

1238

1

Is your car in safe drivable condition?

☐ Yes
☐ No. I am willing to pay the \$(market specific) towing fee.
☐ Yes, but I would like it towed on a carrier anyway. I realize there is a \$(market specific) towing fee.

1240

2

Would you like a loaner vehicle?

☐ Yes
☐ No
Please note: In order to qualify for an hourly rate loaner car, you must:

- be at least 21 years of age,
- have a valid credit card (American Express, Visa, MasterCard, or Discover ????)
- have a valid US drivers license
- have mandatory liability coverage on the car, and
- be able to show your drivers license and proof of insurance to JoeAuto.com staff

1242

3

What can we do for you?

☐ Please just come pick up my car, I know you'll have to call me, but I can't deal with this right now.
☐ I think it's time for fun. Just take it & let me know what the manufacturer recommends.
Or you may also use this area to tell us in your own words what is wrong or what you want done... Click here to use our Best Diagnostics tool.

1246

4

☐ If you prefer to chat with some comment paper services or symptoms. Click this ADD button and follow the steps to select what you want done... You may ADD as many items as necessary.

1248

5

☐ Would you like us to perform a FREE Bumper to Bumper inspection? We won't charge anything without putting you to rest first.

☐ Yes
☐ No
☐ Request pre-approved up to the following amount: \$

1249

6

Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.583.2868).

1250

7

1234

CONDITIONS

User is a registered user and has completed the first step in the arrange service process.

REQUIREMENTS

1. Standard Header

1.1 Arrange Service navigation element will be disabled.

2. Standard Footer

3. Arrange Service Title

3.1 Step Progression Bar

3.1.1 Step 2 is highlighted

3.2 So what's wrong ...

4. Is your car in safe drivable condition?

Visible if pick up service is requested

4.1 Yes

Radio

Require 4.1, 4.2, or 4.3 (field selected)

4.2 No. I am willing to pay the \$(market specific) towing fee.

Radio

Require 4.1, 4.2, or 4.3 (field selected)

4.3 Yes, but I would like it transported on a carrier anyway. I realize there is a \$(market specific) towing fee.

Radio

Require 4.1, 4.2, or 4.3 (field selected)

5. Would you like a loaner vehicle?

5.1 Details (3178)

5.2 Yes

Radio

Require 5.2 or 5.3 (field selected)

5.3 No

Radio

Require 5.2 or 5.3 (field selected)

5.4 Qualification copy

6. What can we do for you?

6.1 Please just come pick up my car, I know you'll have to call me, but I can't deal with this right now

Check Box

Visible only if user has selected pick up service

6.2 I think it's time for fun. Just take it & let me know what the manufacturer recommends.

Check Box

7. Comment Box

Text Area

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

Figure 22



● Denotes actionable items.

Corporate Identity
(Logo & Promise)

Home

1

To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.

Toll free 1.877.JOEAUTO
(1.877.563.2868) or
contact [Live Help](#)

1254

Arrange Service ●

Step 1 2 3 4 Select an appointment time...

Location

1258 ● Times available for [Location Name, Street Address, City, State, Zip, Tel Number].
Typically vehicles received by JoeAuto before 1:00 pm are returned the same day before 6:30 pm....

1260 6:30 am
states to reflect available, some available (select soon), not available
1:00 pm
Same Day

1262 1:30 pm
Select a TIME will advance this screen
6:30 pm
Previous
Next
1264 12:00 pm
1265

1266 ● Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.563.2868).

1267 ●

1268

- CONDITIONS**
User is a registered user and has completed the second step in the arrange service process.
- REQUIREMENTS**
- 1. Standard Header
 - 1.1 Arrange Service navigation element will be disabled.
 - 2. Standard Footer
 - 3. Arrange Service Title
 - 3.1 Step Progression Bar
 - 3.1.1 Step 3 is highlighted
 - 3.2 Select an appointment time ...
 - 4. Times available for:
 - 4.1 Unit Location Name
 - 4.2 Street Address
 - 4.3 City
 - 4.4 State
 - 4.5 Zip
 - 4.6 Communications Center Telephone Number
 - 5. What Time
 - 5.1 Copy includes the qualification of turn around time
 - 5.1.1 Decartes Scheduling Mechanism
 - 5.1.2 Color of time images changes depending upon availability.
 - 5.1.3 Background color changes on qualifiers for turn around time.
 - 5.1.4 Selecting a time will move you to the next step.
 - 5.1.5 If user has already scheduled a service time and comes back to this screen, their time will be marked with a time selected image.
 - 6. Previous Button
 - 6.1 Moves to previous screen
 - 6.2 Prepopulates all fields with previous entries
 - 7. Next Button
 - 7.1 Visible only if user has scheduled a service time and returned to this screen.
 - 7.2 Submit Form
- NOTES**
- If previously selected time is available then mark as selected and make next button visible
 - Submit Form to 3145

Corporate Identity (Logo & Promise)		Home		To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.		Toll free 1.877.JOEAUTO (1.877.563.2686) or contact Live Help	
1270		1		1270		1270	
<p>Arrange Service Step 1 2 3 4 Summary Page...</p>							
1271		1271		1271		1271	
1272		1272		1272		1272	
1273		1273		1273		1273	
1274		1274		1274		1274	
1275		1275		1275		1275	
1276		1276		1276		1276	
1277		1277		1277		1277	
1278		1278		1278		1278	
1279		1279		1279		1279	
1280		1280		1280		1280	
1281		1281		1281		1281	
1282		1282		1282		1282	
1283		1283		1283		1283	
1284		1284		1284		1284	
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1286		1286		1286		1286	
1287		1287		1287		1287	
1288		1288		1288		1288	
1289		1289		1289		1289	
1290		1290		1290		1290	
1291		1291		1291		1291	
1292		1292		1292		1292	
1293		1293		1293		1293	
1294		1294		1294		1294	
1295		1295		1295		1295	
1296		1296		1296		1296	
1297		1297		1297		1297	
1298		1298		1298		1298	
1299		1299		1299		1299	
1300		1300		1300		1300	
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1302		1302		1302		1302	
1303		1303		1303		1303	
1304		1304		1304		1304	
1305		1305		1305		1305	
1306		1306		1306		1306	
1307		1307		1307		1307	
1308		1308		1308		1308	
1309		1309		1309		1309	
1310		1310		1310		1310	
1311		1311		1311		1311	
1312		1312		1312		1312	
1313		1313		1313		1313	
1314		1314		1314		1314	
1315		1315		1315		1315	
1316		1316		1316		1316	
1317		1317		1317		1317	
1318		1318		1318		1318	
1319		1319		1319		1319	
1320		1320		1320		1320	
1321		1321		1321		1321	
1322		1322		1322		1322	
1323		1323		1323		1323	
1324		1324		1324		1324	
1325		1325		1325		1325	
1326		1326		1326		1326	
1327		1327		1327		1327	
1328		1328		1328		1328	
1329		1329		1329		1329	
1330		1330		1330		1330	
1331		1331		1331		1331	
1332		1332		1332		1332	
1333		1333		1333		1333	
1334		1334		1334		1334	
1335		1335		1335		1335	
1336							

Figure 24



ARRANGE SERVICE - SUCCESS (REGISTERED) 3155

LAST REVISED - 12.07.00 vX

Denotes actionable items.

Corporate Identity
(Logo & Promise)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.

Locate

Toll free 1.877.JOEAUTO
(1.877.563.2868) or
contact [Live Help](#)

1302

Appointment Confirmation

Transaction Code... (transaction #)

IMPORTANT: Homo brenn beim dörst et smel. Homogenheit ducab um tain kooka. Nuvuuds in zedo vut gen bugling. Mogen an se vragung om fluboy. Womst rom fluboy fligge.

1304

View/Print Details

1306

Click here if you wish to [Complete/Edit] the Loaner Vehicle form online. This may also be done at the time of delivery. [Only appears if Loaner Vehicle is requested.]

Need to view a map or get directions? [Click Here to use MapQuest.](#)

Arrange Service for an Additional Vehicle

1308

Home

310

CONDITIONS

User is a registered user and has completed all the steps in the arrange service process.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Appointment Confirmation
 - 3.1 Transaction Code ...
 - 3.1.1 Transaction Number Unique
 - 3.2 Informative copy about the transaction code
4. View/Print Details Button (3152)
5. Click Here (3180) If you wish to complete/edit the Loaner Vehicle form online. This may also be done at the time of delivery. Visible only if user has requested a Loaner Vehicle
6. Map and Driving Directions: 16.1 Click Here (3182) for a map
7. Arrange Service for an Additional Vehicle (3105)
8. Home Button (0001)

Corporate Identity
(Logo & Promise)

Call Toll free 1.877.JOEAUTO
(1.877.563.2669) or Live Help

14100

Problem Area ☐ 1410

General Services

Steering

Symptom ...

Symptom ...

Symptom ...

Symptom ...

Symptom ...

Vehicle: (year) (make) (model) 1405

Detail 1 - ☐ 1415

Won't Start

Makes Grinding Noise

Detail...

Detail...

Detail...

Detail...

Conditions - ☐ 1420

Sometimes

Mornings

Condition..

Condition..

NOTE: For service other than "GENERAL SERVICE" items, a \$(market rate) diagnostic will be charged.

This fee is applied towards service... blab, blab, copy

1425 ☐ \$ 000.00 + \$ 000.00 = \$ 000.00

parts

1425 ☐ \$ 000.00 + \$ 000.00 = \$ 000.00

labor sub total

1435 ☐ \$ 000.00 = \$ 000.00

tax (market %)

☐ 1435 ☐ ADD ☐ cancel

total

14100

CONDITIONS
The Symptoms Link (3170) has been selected.

REQUIREMENTS

- 1. Corporate Identity
 - 1.1 Logo
 - 1.2 Promise
 - 1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help

- 2. Vehicle:**
2.1 Year
 Populated by parent window
2.2 Make
 Populated by parent window
2.3 Model
 Populated by parent window

- 3. Problem Area**
3.1 Problem Area List
Drop Down Selection
Required (field selected)

- 4. Symptom**
4.1 Symptom List
 Drop Down Selection
 Populated upon selection of Problem Area
 Required (field selected)

- 5. Detail**
5.1 Detail List
 Drop Down Selection
 Populated upon selection of Symptom
 Required (field selected)

- 6. Note:** For service other than "GENERAL SERVICE" items, a \$(market specific) diagnostic fee will be charged.

- 7. Estimate**
Only visible if relevant
7.1 Parts Cost
Populated upon selection of Detail
7.2 Labor Cost
Populated upon selection of Detail
7.3 Subtotal
Populated upon selection of Detail
Determined by the sum of Labor Cost and Parts Cost
7.4 Tax
Populated upon selection of Detail

Figure 26



WATCH YOUR REPAIR LIVE ON THE INTERNET 4100

LAST REVISED - 12.07.00 VX

Corporate Identity

Home

To locate a JoeAuto.Com Service Center near you. Please enter your five digit Zip code.

Locate

Toll free 1.877.JOEAUTO (1.877.563.2866) or contact Live Help

Arrange Service Now

What Do You Want To Know?

OVERVIEW: JoeAuto.Com

Link Groups Is Yours

- Performance Stats
- Tips & Visual Tour
- Compare Our Prices
- Policy: Additional Repairs Needed
- \$50 Cash or \$20 Off Your Bill

Let's Do Business

- Self Diagnosis / Estimate
- Arrange Service

Watch It Happen Live

- Watch Your Repair LIVE on the Internet
- How Far Away Are We?

Just Want To Know More

- Your Service History with JoeAuto.Com
- Automotive Resource Library
- Add/Edit Vehicles
- Edit Personal Info

1710

1715

1720

1725

1730

1710

1715

1720

1725

1730

1710

1715

1720

1725

1730

1710

1715

1720

1725

1730

CONDITIONS
The Watch Your Repair Live on the Internet (4100) Link has been selected.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
 - 3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section. Link is disabled.
4. Watch Your Repair Live on The Internet
5. What are we talking about?
 - 5.1 Thumbnail (4110)
 - 5.2 Click Here (4110)
6. Arrange Service Button (3100)
7. Have a Transaction Number?
 - 7.1 Instructive copy
 - 7.2 Transaction Number
 - 7.3 View Button
8. Registered Users:
 - 8.1 Username
 - 8.2 Password
 - 8.3 View Button
 - 8.4 Forgot Password? (TBD)
9. Security Seals (TBD)

NOTE

- If user is a registered user and has logged in then redirect them to 4115
- #7 form validation causes page to refresh with error fields highlighted
- #8 form validation causes page to refresh with error fields highlighted
- #8 form submits to 4115

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

Figure 27



WATCH YOUR REPAIR LIVE ON THE INTERNET -(SAMPLE DETAIL) 4110

LAST REVISED - 12.07.00 vX

Corporate Identity
(Logo & Profile)

Home

To locate a JoeAuto.Com Service Center near you. Please enter your five digit Zip code.

Toll free 1.877.JOEAUTO (1.877.663.2668) or contact Live Help

What Do You Want to know?

OVERVIEW: JoeAuto.Com

- Performance Specs
- Take A Virtual Tour
- Compare Our Prices
- Policy: Additional Repairs Needed
- \$50 Cash or \$50 Off Your Bill

Let's Do Business

- Get Diagnosis / Estimate
- Arrange Service

Watch It Happen Live

- Watch Your Repair LIVE on the Internet
- How Far Away Are We?

Find What You Need Here

- Your Service History with JoeAuto.Com
- Automotive Resource Library
- Ask/Get Answers
- Exit Personnel Info

1735

1740

Image Stream will go here.

1745

1750

Check out some of our other Solutions

- Solution X
- Solution X
- Solution X
- Solution X
- Solution X

1755

1760

1765

1770

Devices actionable items.

Arrange Service Now

Arrange Service Now

Arrange Service Now

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Arrange Service Now

Figure 28

WATCH YOUR REPAIR LIVE ON THE INTERNET - (DETAIL) 4115



LAST REVISED - 12.07.00 vX

Deploys actionable items.

Corporate Identity
(Logo & Promise)

Home

To locate a JoeAuto.Com Service Center near you, Please enter your five digit Zip code.

Toll free 1.877.JOEAUTO (1.877.563.2869) or contact Live Help

What Do You Want To Know?
OVERVIEW: JoeAuto.Com

- Performance Stats
- Take A Virtual Tour
- Compare Our Prices
- Policy: Additional Repairs Needed
- \$60 Credit or \$20 Off Your Bill

It's For Business

- Self Diagnosis / Estimate
- Average Service

Watch It Happen Live

- Watch Your Repair LIVE on the Internet
- How The Auto Are Met

Don't Waste Time & Money

- Your Service History with JoeAuto.Com
- Automotive Resource Library
- Add/Left Vehicles
- Edit Personal Info

Watch Your Repair Live on The Internet

Image Stream will go here.

If the users' car is not on a lift, a message to that effect will appear including where in the process the vehicle is. (Include link to How Far Along Are We #4200)

(Customer Name)
(Transaction Number)

1805

1810

1820

Click Here to view your Vehicle Status page.

Arrange Service Now

CONDITIONS

The Watch Your Vehicle Live on the Internet (4115) Link has been selected. The user has either logged in or has entered a transaction code and has a vehicle being serviced at this time.

REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
 - 3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section. Link is disabled.
4. Watch Your Repair Live on The Internet
 - 4.1 Descriptive copy
 5. Image Stream
 - 5.1 Image StreamVisible only if vehicle is on lift
 - 5.2 Message stating where in the process is the requested vehicle
 - 5.3 Click Here (4200)
6. Customer Information
 - 6.1 Customer Name
 - 6.2 Transaction Number
 - 6.3 Vehicle DescriptionDrop Down Selection - If user has more than one vehicle in service at one time
7. Click Here (4200) to see vehicle status

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

Figure 24



HOW FAR ALONG ARE WE 4200

LAST REVISED - 12.07.00 vX

Corporate Identity
(Logo & Promise)

Home

What Do You Want To Know?
OVERVIEW: JoeAuto.com

- Performance Stats
- Take A Virtual Tour
- Compare Our Prices
- Policy, Additional Policies Needed
- \$50 Credit or \$50 Off Your Bill

What Do You Want To Know?
BUT WANT: Turn It In Here

- When Your Repair LIVE on the Internet
- How Far Along Are We?

What Do You Want To Know?
BUT WANT: Turn It In Here

- Your Service History with JoeAuto.com
- Automotive Insurance History
- Accident Verdict
- Bill Payment Info

To locate a JoeAuto.Com Service Center near you, Please enter your five digit Zip code.

Toile free 1.877.JOEAuto
(1.877.563.2866) or
contact Live Help

Arrange Service Now

How Far Along Are We?

1905

[Screenshot of sample Vehicle Status page]

Descriptive copy of this feature...

Arrange Service Now

Have a Transaction Number?

This is the code you were issued when you scheduled an appointment. Don't have it? Call our support center Toll free at 1.877.JOEAuto (1.877.563.2866).

1910

Registered users:

Name: 1920

Pass:

Forgot your password?

Security Seal

Security Seal

- CONDITIONS**
The How Far Along Are We (4200) Link has been selected.
- REQUIREMENTS**
1. Standard Header
 2. Standard Footer
 3. Standard Left Hand Navigation
 - 3.1 How Far Along Are We navigation element will be selected indicating the user is within this section. Link is disabled.
 4. How Far Along Are We With Your Repair?
 5. New User Information
 - 5.1 Vehicle Status Page Screenshot
 - 5.2 Descriptive copy
 6. Arrange Service Now Button (3100)
 7. Have a Transaction Number?
 - 7.1 Descriptive/instructive copy
 - 7.2 Transaction Number
 - Text Box
 - Required (field not empty)
 - 7.3 View Button
 - Validate Form
 - Submit Form
 8. Registered Users:
 - 8.1 Username
 - Text Box
 - Required (field not empty, less than 100 characters)
 - 8.2 Password
 - Text Box
 - Required (field not empty, less than 100 characters)
 - 8.3 View Button
 - Validate Form
 - Submit Form
 - 8.4 Forgot your password? (TBD)
 9. Security Seals

Denotes actionable items.

<p>Corporate Identity (Logo & Promise)</p> <p>Home</p>	<p>To locate a JoeAuto.Com Service Center near you, Please enter your five digit Zip code. <input type="text"/> <input type="button" value="Locate"/></p> <p>Toll free 1.877.JOEAuto (1.877.563.2868) or contact Live Help Arrange Service Now</p>
<p>What Do You Want To Know? OVERVIEW: JoeAuto.Com</p> <p>The Choice Is Yours</p> <ul style="list-style-type: none"> Performance Stats Take A Virtual Tour Compare Our Prices Policy: Additional Repairs Needed \$50 Cash or \$50 Off Your Bill <p>Let's Do Business</p> <ul style="list-style-type: none"> Self Diagnosis / Estimate Arrange Service <p>Watch It Happen Live</p> <ul style="list-style-type: none"> Your Service History with JoeAuto.Com Automotive Resource Library Add/Edit Vehicles Edit Personal Info 	<p>Personal Info... Descriptive copy if necessary....</p> <p>PEOPLE INFO:</p> <p>Title First Name Last Name e-Mail Address (title) (first name) (last name) (email_address@url.com) view/edit del (title) (first name) (last name) (email_address@url.com) view/edit del</p> <p>The Person displayed [Red, bold, ???] is your primary Contact. To change your primary Person, click the view/edit button for the Person you wish to select.</p> <p>Telephone #'s (***-***-****) edit del (***-***-****) edit del</p> <p>ADDRESS INFO:</p> <p>Available Pick-Up Drive In Street Address City State Zip Y Y (street address 1, 2) (city) (state) (zip) edit del N Y (street address 1, 2) (city) (state) (zip) edit del</p> <p>The Address displayed [Red, bold, ???] is your primary Address. To change your primary Address, click the view/edit button for the Address you wish to select.</p> <p>If you have questions or concerns, please call us Toll free 1.877.JOEAuto (663.2868)</p> <p><input type="button" value="I'm done, take me home."/> view/edit</p>
<p>[This only appears if the user has entered a transaction code to access this page instead of a Name & Password.]</p> <p><input type="text"/> <input type="button" value="View"/></p>	<p>View/Edit Personal Info...</p> <p>Enter another Transaction code to view Personal Information for that Transaction: <input type="text"/> <input type="button" value="View"/></p> <p>Registration</p> <p>To allow more than one person or company, provide us with a user name and password so that we may set up an account. THIS IS NOT REQUIRED, BUT WILL ...</p> <p>User ID: <input type="text"/> Pass: <input type="text"/> Re-enter your password: <input type="text"/></p> <p><input type="button" value="Register"/></p>

2000 CONDITIONS

The Add/Edit Personal Info (5810) Link has been selected and the user has logged in.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Standard Left Hand Navigation

3.1 Edit Personal Info navigation element has been selected indicating that the user is within this section. Link is disabled.

4. Personal Info ...

4.1 Descriptive copy if necessary

5. Service Preferences Button

6. Edit Vehicles Button

7. Contact Info

7.1 Title Bar

7.1.1 Title

7.1.2 First Name

7.1.3 Last Name

7.1.4 E-Mail Address

7.2 Contact List

7.2.1 Title - Field is populated from the customer database.

7.2.2 First Name - Field is populated from the customer database.

7.2.3 Last Name - Field is populated from the customer database.

7.2.4 E-Mail Address - Field is populated from the customer database.

7.2.5 Edit Button (TBD) - Selecting this button will take cause (TBD) to open as a pop-up window with the fields populated for editing.

7.2.6 Delete Button (TBD) - Selecting this button will prompt the user for confirmation and then refresh 5815 with the new information.

7.3 New Contact Button (TBD) - Selecting this button will cause (TBD) to open as a pop-up window with empty fields so that the user will be able to enter the new information.

7.4 Note describing which contact is marked as the default contact

8. Telephone #'s

8.1 Telephone Number List

8.1.1 Telephone Number - Field is populated from database.

8.1.2 Edit Button (TBD) - Selecting this button will cause (TBD) to open as a pop-up window with populated fields for editing.

8.1.3 Delete Button (TBD) - Selecting this button will prompt the user for confirmation and then refresh 5815 with the new information.

8.2 New Telephone Number Button (TBD) - Selecting this button will cause (TBD) to open as a pop-up window with empty fields so that the user will be able to enter the new information.

9. Address Info